

RFP for Supply, Installation and Maintenance of Dot Matrix Printers, Ref: LIC/CO/IT-BPR/HW/2025-26/02 Dated 01/12/2025

Clarifications to Pre-bid Queries - 2

| Sl. No. | RFP Document Reference(s) (Section & Page Number) | Clause (in brief) of RFP requiring clarification(s) | Brief details/ Query in reference to the clause | Response by LIC |
|---------|---------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| 1 | Clause E.9 (D,E,F,J), Page 25 | <p>d) No payment will be made on delivery of hardware.</p> <p>e) 90 % of the payment will be made on delivery and installation of hardware delivered, after the submission of documents in proof of delivery and installation. The Installation Report (IR) should be generated online from LIC’s Module at the location where hardware installation has been done. There is no need for submission of hard copy of the installation report.</p> <p>f) 8% payment will be settled after lifting of the buy-back items and receipt of claim from the vendor for the same and accordingly buyback amount along with the GST for the same will be deducted by LIC. j)</p> <p>The payment for the balance 2% will be made at the end of the warranty period.</p> | Request you to please release 95% on delivery and installation, 3 % against buyback and 2 % against BG instead of retention. | No change |
| 2 | Clause E.10.b, Page 25 | 10.B.Hardware Engineer:There should be at least one Engineer being resident at every DO and ZO. However, the RM (IT) has the discretion to prescribe the exact number of engineers, based on the prevailing local conditions.There are 122 DO /ZO , SO Required resident engineer 122. | Request you to please remove this clause | Please refer to Corrigendum. |
| 3 | Clause E.10, Page 25 | 10. Warranty, Maintenance and Servicing :b) Hardware Engineers: There should be at least one Engineer being resident at every DO and ZO. However, the RM (IT) has the discretion to prescribe the exact number of engineers, based on the prevailing local conditions. | We request you to kindly remove this clause - Hardware Engineers: There should be at least one Engineer being resident at every DO and ZO. As Engineer cost is going higher than the product cost. Bidder/OEM is providing 3 year onsite support to address any issue faced by Branch/DO/ZO. | Please refer to Corrigendum. |

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| 4 | Clause E.10.C, Page 25 | 10,C(iii) Terms & Conditions for maintenance of Hardware & Software during the Warranty period - During the period of warranty it will be mandatory on the part of the selected vendor to carry out onsite Preventive Maintenance (PM) once in every quarter. On completion of the PM, the Vendor's Engineer should ensure that the PM details are updated in the module. It is recommended that the PM should be spread throughout the quarter instead of being concentrated during a brief period in each quarter. Also, there should be at least one month gap between two PMs of same machine; otherwise it will be treated as PM not done. The PM will generally include the following but is not limited to:Cleaning of printers thoroughly and checking the various alignments and functioning of the print heads and logic cards, hammer modules etc. ☐ Any other servicing/ maintenance/ up-gradation jobs which may be entrusted to engineers from time to time by LIC. | Request you please amende this & update that During the period of warranty it will be mandatory on the part of the selected vendor to carry out onsite Preventive Maintenance (PM) once in every halfyearly. On completion of the PM, the Vendor's Engineer should ensure that the PM details are updated in the module. It is recommended that the PM should be spread throughout the halfyearly instead of being concentrated during a brief period in each Halfyearly. Also, there should be at least one month gap between two PMs of same machine; otherwise it will be treated as PM not done. The PM will generally include the following but is not limited to:Cleaning of printers thoroughly and checking the various alignments and functioning of the print heads and logic cards, hammer modules etc. ☐ Any other servicing/ maintenance/ up-gradation jobs which may be entrusted to engineers from time to time by LIC. | No change |
| 5 | Clause E.13(a), Page 29 | Insurance against any loss or damage shall be valid upto the date of installation. | The transit insurance against any loss or damage shall be valid for 10 more days from the date of delivery at LIC's offices, at no extra cost | No change. |
| 6 | | Additional | Request you to please share zonewise printer quantity. | Please refer to Corrigendum. |
| 7 | | Additional | The quantity asked is 15000 nos but Buyback asked in RFP is 26830. We would request you to kindly consider Buyback Qty 15000 nos only instead of 26830. | No change. |
| 8 | | Annexure Commercial | Buyback Rate mentioned for DMP is very high and request to consider Rs.25/- only. | No change. |

Executive Director (IT/DT)

23-12-2025